

Fig. 2

0986511.052401
T04250" T T S9860

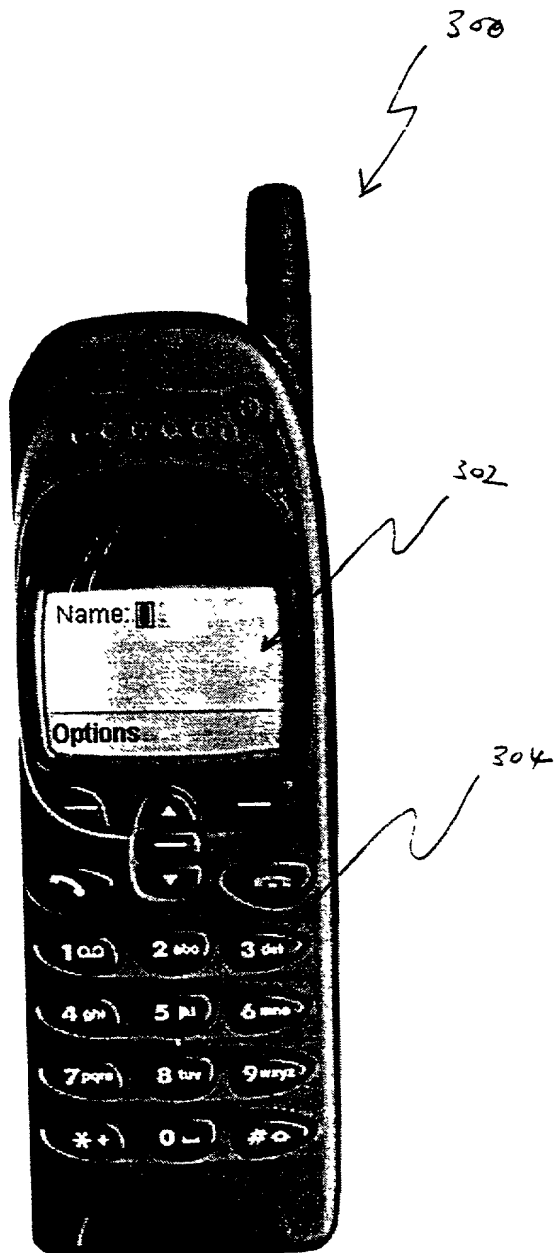


Fig 3

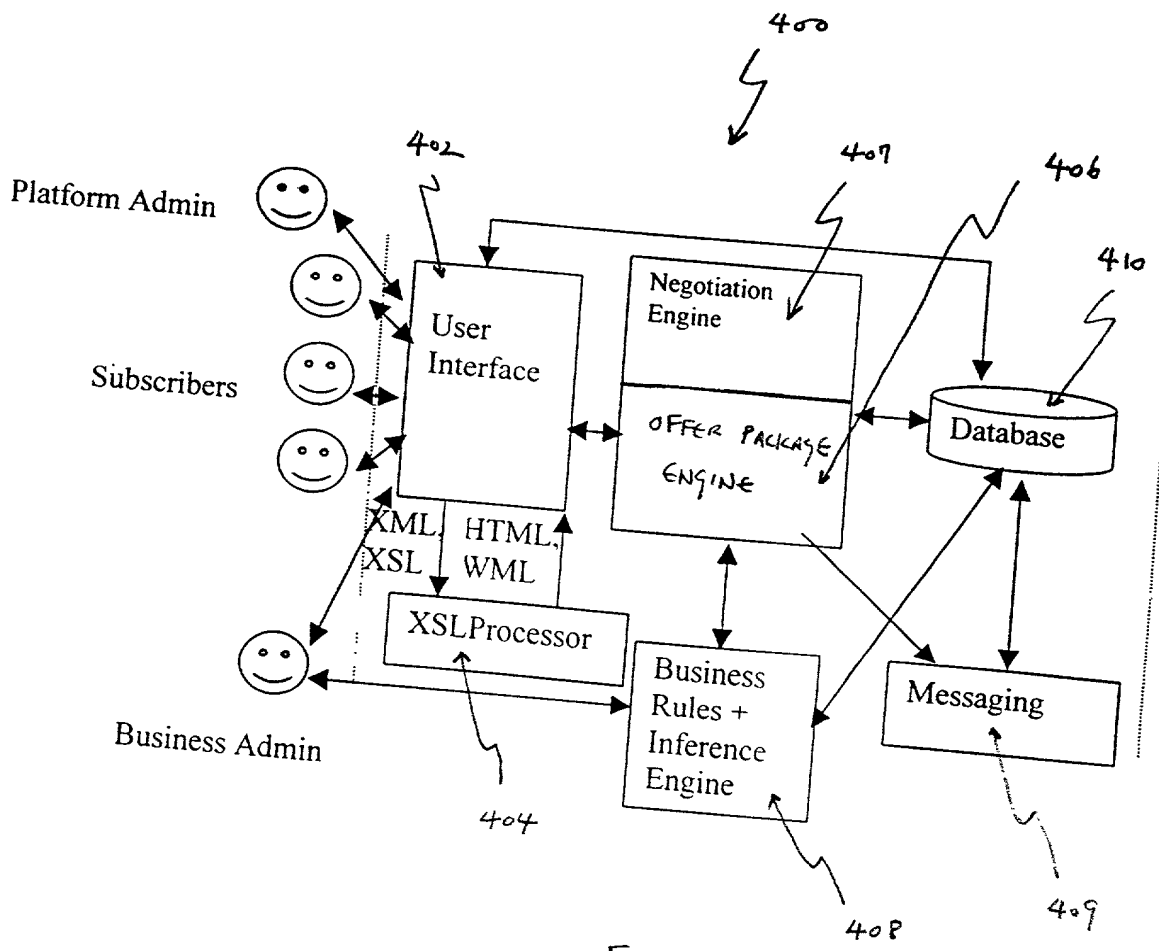


Fig 4

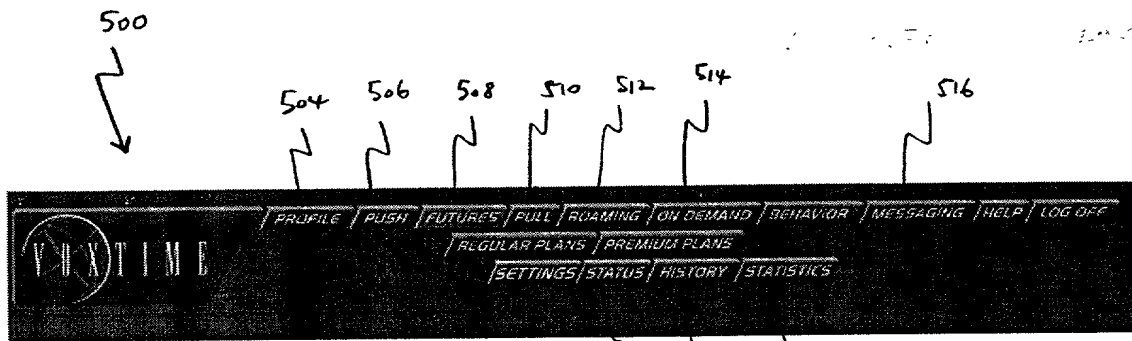


Fig. 5

090611-05401
T04250-TT5860

| Nr | Name | Number of Members | Description |
|----|----------------|-------------------|-----------------------------------------------------------------------------------------------------------------|
| 1. | All | 43. | All the cutomers. |
| 2. | Americans | 6. | All the customers living in US. |
| 3. | Romanians | 12. | All customers living in Romania. |
| 4. | Roaming users | 31. | All the customers that are using the roaming facilities. |
| 5. | Business Users | 33. | All customers that have business contract |
| 6. | Private Users | 10. | All the customers having private contracts. |
| 7. | SMS Users | 37. | This group involves all SMS users, regardless of their other profile matters (location, type of contract, etc.) |

Fig 6

728

722

724

726

730

CREATE NEW OFFER

702

Special Offer

712

Option

714

First

716

Second

718

Third

704

Call Time: between

and

706

Send to

Send on:

Send at:

720

Freeze Offer

06

:

20

PM

This day

07

:

10

PM

This day

Americans

May

Every Day

Now

2000

12

:

00

PM

UPDATE

RESET

Fig 7

Voxtime Demo 0.1

Special Offers History

Date: May / 25th / 2000 [Change Date](#)

| No | Name | Send to Groups | Sending Time |
|----|---------------------|----------------|-----------------------|
| 1. | <u>Offer to All</u> | All | May 25, 2000 11:39 AM |
| 2. | <u>May Offer</u> | Americans | May 25, 2000 12:09 PM |

Fig 8

| No | Offer Name | Sent Offers | Accepted Offers | Acceptance Rate | Potential Income |
|----|--------------------|-------------|-----------------|-----------------|------------------|
| 1 | Offer to All | 2874 | 16 | 0.55% | \$ 87.45 |
| 2 | Offer to Romanians | 1173 | 44 | 3.75% | \$ 616.00 |
| 3 | Offer to Americans | 64 | 8 | 12.5% | \$ 25.40 |

Fig 9

900

0906541.052401
T04250" TTF59860

Pull Settings

1002 Flat Fee 1.00 [USD]
1004 Flat Fee + Extra Rate 0.50 [USD] + 0.05 [%]
1006 Extra Rate 0.16 [%]
Simulate Network Busy ☒

UPDATE RESET

1000

Fig 10

Pull Statistics

Date: / /

| No | Date | Access Fee | Extra Rate | Call Duration | Income |
|----|----------------------|------------|--------------|---------------|---------|
| 1 | May/22/2000 4:22 PM | \$ 0.50 | \$ 0.05 /min | 2 mins | \$ 0.60 |
| 2 | May/22/2000 7:22 PM | \$ 1.00 | \$ 0.00 /min | 2 mins | \$ 1.00 |
| 3 | May/22/2000 7:35 PM | \$ 0.00 | \$ 0.16 /min | 2 mins | \$ 0.32 |
| 4 | May/22/2000 8:22 PM | \$ 0.50 | \$ 0.05 /min | 2 mins | \$ 0.60 |
| 5 | May/23/2000 10:10 AM | \$ 0.50 | \$ 0.05 /min | 9 mins | \$ 0.95 |

Your total gain is: \$ 3.47

75 //

1100

1102

Configure Agent for Premium Plans

Agent Name: Premium Plans Agent

Location: JFK Airport

Deadline: May 25th 2000 12:20 PM Now

| Parameters | Best ** | Worst ** | MU | Importance* | Behavior |
|------------------|------------|-------------|---------|-------------|---------------------|
| Call Duration | 36 | 5 | minutes | 0.4 | Concessive Behavior |
| Additional Price | 0.5 | 0.2 | USD | 0.3 | Concessive Behavior |
| Access Fee | 2 | 1 | USD | 0.2 | Aggressive Behavior |

UPDATE RESET AGENT LIST

1202

1204

1206

1208

1212

1214

1200

Fig. 12

Behavior Editing Issues

Name

Tactics Editing

To add a new tactic select the heading checkbox.

| Name | | Weight Parameter | |
|-------------------------------------|------------------|------------------|-----|
| <input checked="" type="checkbox"/> | Time Exponential | 0.1 | 0.1 |
| <input type="checkbox"/> | Select Tactic | 0.1 | |
| <input type="checkbox"/> | Select Tactic | 0.1 | |

Fig 13

| No | Agent Name | Partner | Status |
|-----|---------------------|----------------|--------------------------------------------|
| 1.1 | Premium Plans Agent | new connection | <input checked="" type="checkbox"/> Active |

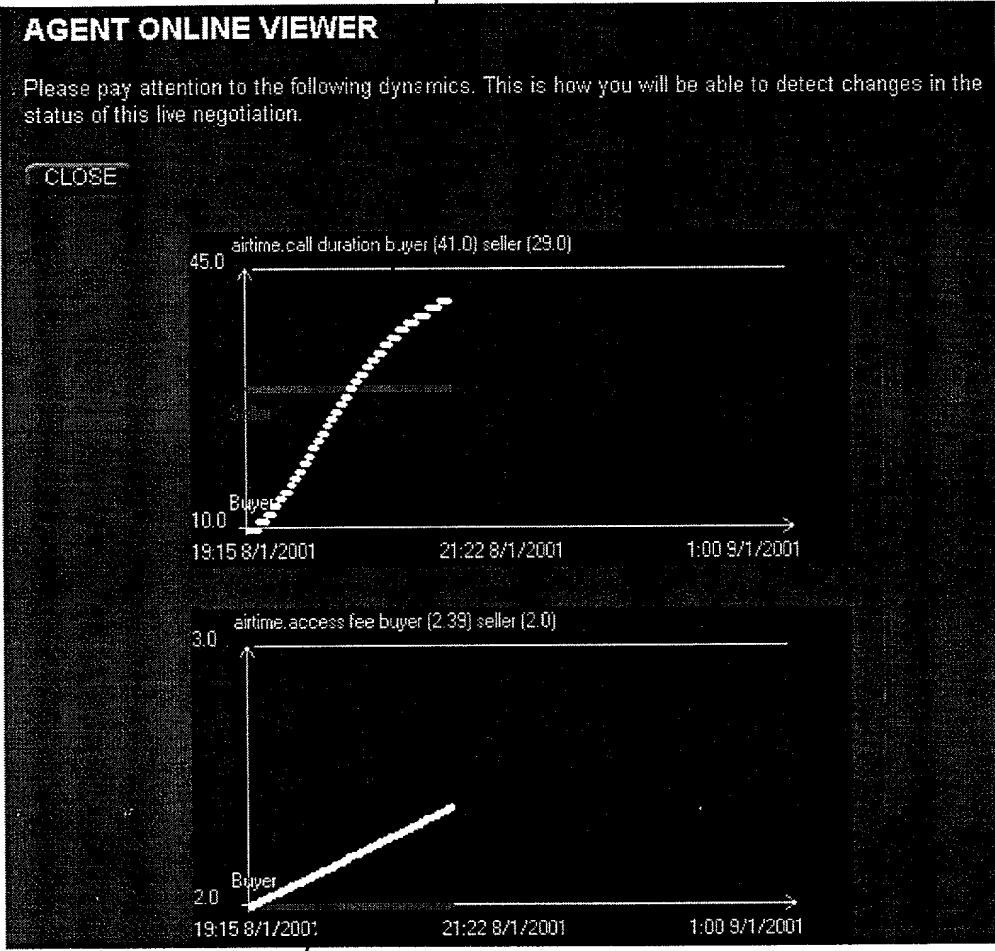
1400 (points to Partner column)
 1420 (points to Status column)
 1402 (points to Premium Plans Agent)
 1404 (points to new connection)
 1424 (points to checkbox)
 1422 (points to Active text)

Fig 14

0906511.052401

0906541.052401

1502



1504

Fig 15

1600



| No | Agent Name | Partner | Status |
|------|---------------------|---------------|-------------|
| 1.13 | Premium Plans Agent | Aquila | Deal Failed |
| 1.14 | Premium Plans Agent | Antares | Deal Closed |
| 1.15 | Premium Plans Agent | Deleted agent | Deal Closed |

1602

1604

1606

Fig 16

0986544.05401
T04250"TT59860

Fig 17

| No | Parameter | Value | MU |
|----|------------------|-------|---------|
| 1 | Call Duration | 59 | minutes |
| 2 | Additional Price | 10 | USD |
| 3 | Access Fee | 10 | USD |

Fig 18

| No | Parameter | My Agent Last Value | Partner Agent Last Value | MU |
|----|------------------|------------------------|-----------------------------|---------|
| 1 | Call Duration | 29 | 30 | minutes |
| 2 | Additional Price | 5 | 2 | USD |
| 3 | Access Fee | 10 | 10 | USD |

09065111052401

- N No : Negotiated Deals - the number of all the agent's negotiations .
- CD No : Closed Deals - the number of successful deals .
- NCD No : Failed Deals - the number of failed negotiations .
- R No : Number of current live negotiations – the current negotiations .
- SR : Success Rate - the rapport between successful and number of all negotiations .
- FR : Fail Rate - the rapport between failures and total number of negotiations .

Fig 19

09651-0540
T04250" T T 59350

Fig. 20

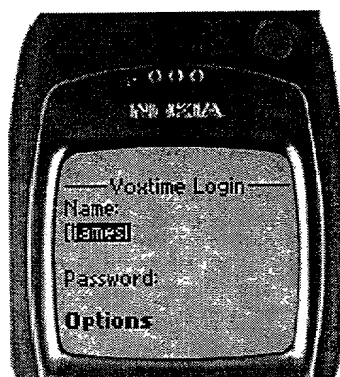


Fig. 21

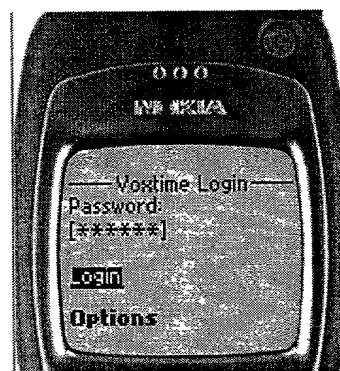


Fig. 22

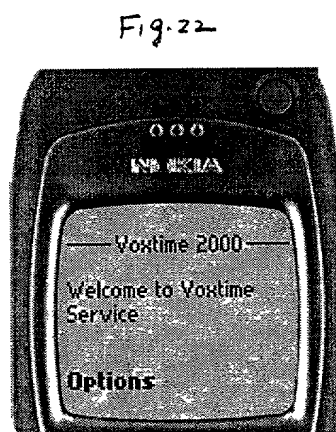
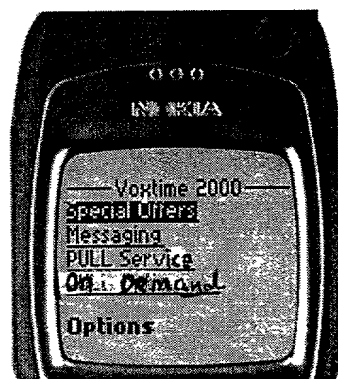


Fig 23



09065111052401

Fig. 24

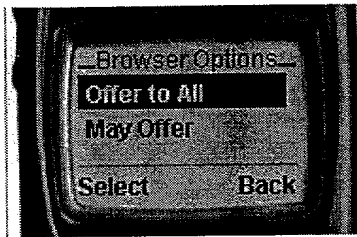


Fig. 25

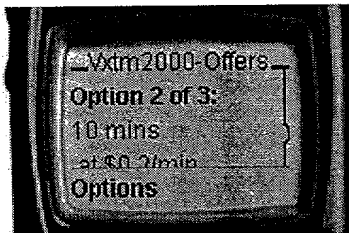


Fig. 26

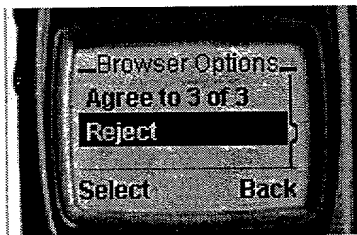


Fig. 27

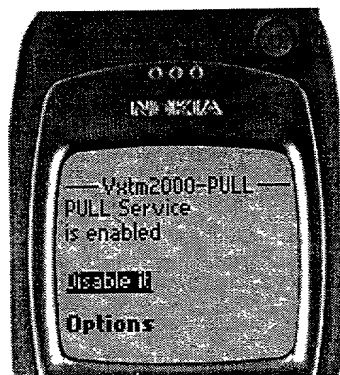
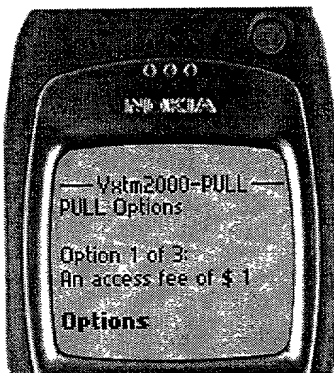


Fig. 28



09061511.1 052401

Fig. 29

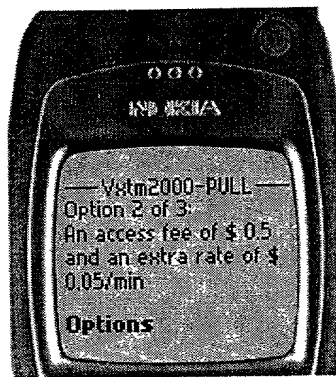


Fig. 30

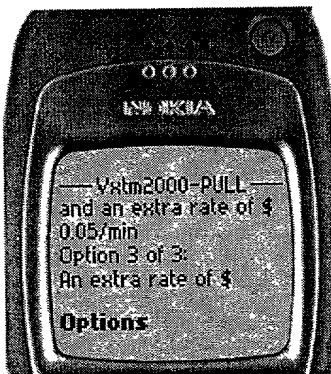


Fig. 31

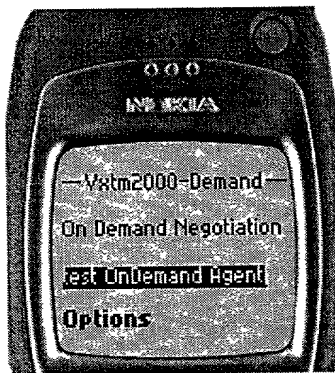


Fig. 32

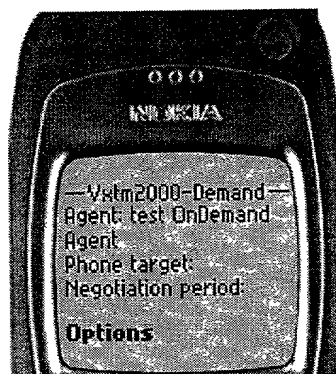


Fig. 33

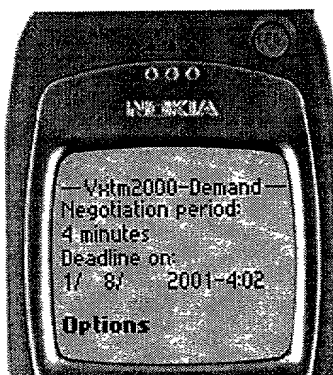
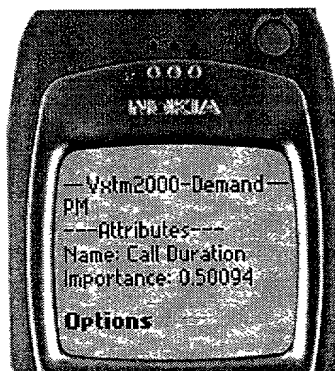
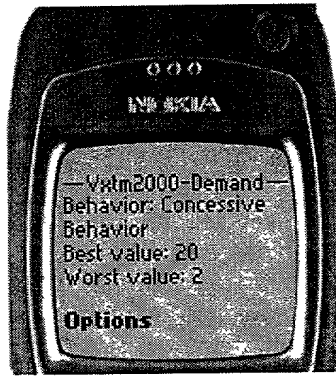


Fig. 34



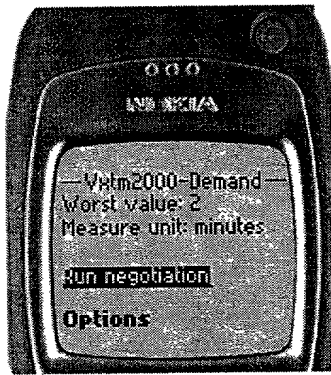
Fig

Fig 35



Fig

Fig 36



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